

# Apply to extend your approval through Water Applications Online (WAO)

## How-to guide for a single holder

Prior to the expiry of the approval, WaterNSW will send a letter with information on the steps to take to extend the approval. You will need to visit Water Applications Online to begin the process.

### Step 1

Click the 'Visit Water Applications Online' button.

Home > Applications and fees > Water applications online

### Welcome to Water Applications Online

We are making exciting changes to the way you submit applications online and over the coming months you will start to see Water Applications Online replaced by our new Customer Portal.

WaterNSW customers can now apply for a basic landholder rights (BLR) bore via our Customer Portal using the link below.

[Apply for a BLR bore here](#)

While this is happening, applications to the NSW Department of Climate Change, Energy, the Environment and Water (NSW DCCEEW) will need to be submitted through the [NSW DCCEEW website](#).

If you are unsure whether to make your application to NSW DCCEEW, click on the below drop-down list.

Water users licensed by NSW DCCEEW (drop-down)

All other applicants for WaterNSW, please proceed to Water Applications Online using the link below.

[Visit Water Applications Online](#)

If you need any assistance or you are unsure about lodging your application, please contact the Customer Service Centre on 1300 662 077 or via email at [customer.helpdesk@waterNSW.com.au](mailto:customer.helpdesk@waterNSW.com.au)

### Step 2

To begin the application, click 'Start new application' followed by 'Next'.

Home > Applications and fees > Water applications online

### Welcome to Water Applications Online

To begin, please select an option

Start new application

Continue application

Track completed application

View completed application

Water Applications Online is supported on Google Chrome and Microsoft Edge (version 90.0.818.66 or higher).

**Before commencing your application :**

- Please have your MasterCard/Visa/AMEX ready for easy payment
- If your application is for a new WAL application or a WAL dealing you will need access to print your application
- If you are a current holder of a water access licence or approval, please have these details with you
- Information on [Fees and Charges](#) for applications

**Need to update your contact details?**

If you need to change contact or address details please use our [online form](#).

[Next](#)

### Step 3

The next page will display the terms of use. Please read the information displayed, and then

click 'I have read and agree to the terms of use' and click 'Next.'

Home > Applications and fees > Water applications online > Terms of use

### Terms of use

Before using Water Applications Online you must agree to accept our terms of use.

**General**

By using Water Applications Online application and derivations of it, including any of the content or information contained as updated from time to time ("Sites"), you agree to the following terms of use ("Terms of Use").

That WaterNSW may, without notice, amend or modify these Terms of Use by posting the amended Terms of Use to these Sites.

You agree to periodically refer to the Terms of Use to ensure that you are aware of any amendments made from time to time. Continued use of the application and derivations of it will indicate your acceptance of the amended Terms of Use.

**Service availability**

WaterNSW makes no warranties in regard to the availability of services but all reasonable efforts will be made to provide the best possible service to you. Notices regarding planned system outages will be made available on the WaterNSW webpage

**Application Number**

You can use your Application Number to view your submitted application and to track the progress of your application.

Your Application Number is an important piece of information and it is your responsibility to keep it secure. You agree to:

- not disclose your Application Number to any other person, including family members;
- take reasonable care when accessing the service to ensure that your Application Number is not disclosed to any other person; and
- take every reasonable precaution to prevent the spread or diffusion of any software contamination including computer viruses.

I have read and agree with the terms of use.

**Privacy note**

The personal information you provide on this form is subject to the Privacy and Personal Information Protection Act 1998. It is being collected by WaterNSW and will be used for purposes related to assessing and processing your application, or in connection with the operation of any licence/approval granted, or for research-related purposes such as customer surveys. It may be used from time to time to contact you about services WaterNSW. The provision of this information is voluntary. However, if you choose not to provide the requested information we may not be able to process your application. You have the right to request access to, and correct details of, your personal information held by the WaterNSW. Further information regarding privacy can be obtained from the WaterNSW website <https://www.waterNSW.com.au/privacy>

If a licence/approval is granted, the *Water Management Act 2000* requires that various details relating to the approval are to be recorded in the Water Access Licence Register/NSW Water Register kept by the Minister. Information recorded in the register is publicly available.

**Offences and suspension or cancellation**

It is an offence, under section 344 of the *Water Management Act 2000*, to make a statement that you know to be false or misleading in, or in connection with, this application. A Corporation found guilty of an offence against section 344 is liable to a penalty of \$2,002 million. An individual found guilty of an offence against section 344 is liable to a penalty not exceeding \$500,500.

An access licence or approval may be suspended or cancelled under the *Water Management Act 2000* in certain circumstances. These include if the holder of the licence or approval is convicted of an offence under that Act.

[Next](#)

### Step 4

You will now need to select your application type. Click 'Extend an approval', followed by the surname of the holder or full organisation name.

You will need to add your personal application number, which can be found on the top right of the letter you received from WaterNSW to extend the approval. You can then click 'Next.'

## New applications

Please select the relevant application type

Extend an approval  
 New water access licence  
 Dealing application

Fields marked \* are mandatory

**Holder name \***  
 • for a person: enter SURNAME only  
 • for a company/corporation/organisation: enter FULL NAME of company/corporation/organisation  
 Holder name

**Personal Application Number \***  
 Personal Application Number

Next

## Step 5

Please enter the email address you would like to receive correspondence to regarding this application. You will receive an email with a link for verification purposes. Once you have clicked this link, you can then press 'Next' to continue the application.

New water access licence  
 Dealing application

Fields marked \* are mandatory

**Holder name \***  
 • for a person: enter SURNAME only  
 • for a company/corporation/organisation: enter FULL NAME of company/corporation/organisation  
 SMITH

**Personal Application Number \***  
 AX123456789

**Please enter a valid email address \***  
 \_\_\_\_\_  
**Re-enter email address \***  
 \_\_\_\_\_

Next

## Step 6

You will then be prompted with the next steps required to extend your approval.

John Smith [Logout](#)

### New applications

#### Application process to extend an approval

- If you have any questions contact us on 1300 662 077

##### Step 1: One co-holder:

- a) Provides responses for the approval details and reads and accepts the terms in the declaration section (see further information for a co-holder who is a company/corporation or organisation).

##### Step 2: All other co-holders:

- a) Review the responses for the approval details to check they are correct.
  - If a co-holder believes the responses for the approval details are incorrect, the responses can be reset and completed again. If the responses are reset, all co-holders who have previously logged in (and registered their email address) will be notified by email.
- b) Read and 'Accept' the terms in the declaration section (see further information for co-holders who are a company/corporation or organisation).
  - If any co-holder does not 'Accept', the application cannot proceed.
  - If all co-holders 'Accept', the application proceeds to Step 3.

## Step 7

If your approval has passed the expiry date, there will be a section reminding you that a higher fee must be paid.

### Step 3: One co-holder:

- a) Pays the application fee to submit the application.

- After Step 2 is completed, one co-holder only needs to pay the application fee in full and submit the application. This co-holder can be the last co-holder to undertake Step 2 or another co-holder who logs back in.

As the application is being made after the expiry date:

- a) A higher application fee must be paid.

Click **Next** to continue with the application.

Next

## Step 8

Once you click 'Next', your details as the holder of the approval will be displayed. Click 'Next'.

John Smith [Logout](#)

### Application to extend a work approval - 10WA012345

Approval number: 10WA012345	Property name: HILLSIDE
Type of approval: Work approval	Address: 123 MAIN STREET DUBBO NSW 2830
Expiry date: 30-Jun-2025	

Are the details of all approval holders the same?

Approval holder

Name: JOHN SMITH
Address: 123 MAIN STREET DUBBO NSW 2830
Phone: 0400 123 456
Email: johnsmth@gmail.com

Yes  No

Next

[Check holders](#) | [Check works](#) | [Review all](#) | [Declaration](#) | [Pay and submit](#) | [Finalised](#)

## Step 9

You will then be shown the type, size and location of the works, and will need to indicate if this information is correct using the 'Yes' or 'No' boxes. Click 'Next.'

John Smith [Logout](#)

### Application to extend a work approval - 10WA012345

Approval number: 10WA012345	Property name: HILLSIDE
Type of approval: Work approval	Address: 123 MAIN STREET DUBBO NSW 2830
Expiry date: 30-Jun-2025	

Is the type, size and location of work(s) current?

	Responses
Type of work: BORE	<input checked="" type="radio"/> Yes <input type="radio"/> No
Size of work (capacity - litres/sec)	<input checked="" type="radio"/> Yes <input type="radio"/> No
Location of work: Lot: 1 DP: 12345 Whole Lot Parish/KAMMA County/CAHNDN	<input checked="" type="radio"/> Yes <input type="radio"/> No

[Check holders](#) | [Check works](#) | [Review all](#) | [Declaration](#) | [Pay and submit](#) | [Finalised](#)

## Step 10

You will then be asked to review the responses. Click 'Next' if correct, or 'Back' if you need to amend.

Application to extend a work approval - 10WA012345

Approval number	10WA012345	Property name	HILLSIDE
Type of approval	Work approval	Address	123 MAIN STREET DURBO NSW 2830
Expiry date	30-Jun-2025		

Before proceeding to payment, review the details you have entered below. If details require amending, click 'Back'. To continue with your application, click 'Next'.

Approval holder	
Name	JOHN SMITH
Address	123 MAIN STREET DURBO NSW 2830
Phone	0400 123 456
Email	johnsmith@email.com

Type of work	BORE	Responses	Yes
Size of work (capacity - litres/sec)			Yes
Location of work	Lot: 1 DP: 12345 Parish: MIDDLEHOPE County: DURHAM		Yes

[Back](#) [Next](#)

Check button Check work's Renew all Declaration Pay and submit Finished

## Step 11

You will then be shown a declaration, which you must read and click 'Accept.'

Application to extend a work approval - 10WA012345

Approval number	10WA012345	Property name	HILLSIDE
Type of approval	Work approval	Address	123 MAIN STREET DURBO NSW 2830
Expiry date	30-Jun-2025		

### Declaration

#### Compliance with section 105 of the Water Management Act 2000

I/We, the holders of the approval certify, pursuant to section 105 of the Water Management Act 2000, that:

- I/we are the owner(s) of the land on which the water management work to which the approval relates is situated, or I/we are likely to become the owner(s) of the land within a reasonable time, or I/we have the benefit of an easement on the land that authorises I/we to construct and use the work, or I/we are otherwise entitled (whether under the Water Management Act 2000 or any other Act or under an agreement applying to the land) to construct and use the work on the land and;
- the extension is necessary because the particular purpose for which the approval was granted still exists, and;
- the terms and conditions of the approval have been complied with, for the terms of the approval.

#### Other matters

I/We, the undersigned applicants, acknowledge and agree:

- that I/We apply to extend the period for which an approval for a water supply work and/or water use has effect as described in this application
- that this application will be determined in accordance with the Water Management Act 2000 and any associated regulations or guidelines as in force from time to time, and that no right or entitlement shall arise pending determination of this application and that any such determination may be subject to conditions
- that the authorised contact person (where applicable) is authorised to act for and on my behalf in relation to any aspect of this application and approval arising out of this application unless otherwise notified to us, and that WaterNSW will rely on information provided by the authorised contact person in its consideration of this application and any subsequent matters relating to the approval.
- that the Crown in right of the State of New South Wales, including WaterNSW, Department of Industry and its officers, employees, agents and successors ('the State'), accepts no liability in relation to any action, proceeding, claim, demand, cost, loss, damage or expense (including reasonable legal costs or expenses) arising directly or indirectly as a result of or in connection with this application or any act or omission of the State in connection with this application and I/we hereby agree to release and indemnify the State from and against any such action, proceeding, claim, demand, cost, loss, damage or expense to the fullest extent permitted by law
- that all information contained in this application is accurate, true and complete and that the Crown in right of the State of New South Wales, including the DPI Water and its officers, employees, agents and successors ('the State') will rely on such information
- that the State does not provide any legal, financial or technical advice in connection with this application and that any such advice, if required, is to be obtained independently
- that details about any approval arising out of this application will be recorded in the publicly available NSW Water Register pursuant to the Water Management Act 2000
- that if this application is incomplete it may not be accepted
- that more information may be requested if it is considered that it would be relevant to the consideration of this application

Click **Accept** to confirm that you have:

- checked the responses for the approval details and found them to be correct, and
- read and accept the terms in the declaration.

If you do not **Accept**, the application cannot proceed.

[Back](#) [Accept](#)

## Step 12

You will be prompted to pay for your application. Once done, your application has been submitted.

Application to extend a work approval - 10WA012345

Approval number	10WA012345	Property name	HILLSIDE
Type of approval	Work approval	Address	123 MAIN STREET DURBO NSW 2830
Expiry date	30-Jun-2025		

Application fee: **\$1234.56**

Once your payment is successfully received, your completed application form will be automatically submitted for processing. If payment is unsuccessful, please call WaterNSW 1300 662 077.

Please make your online payment using the online payments pop-up window. If this window does not appear, check that your browser is not set to block pop-ups.

We use a secure payment gateway that makes the card transaction directly and securely with the bank. We use the most up-to-date Secure Socket Layer (SSL) encryption. More information on security is available under [Privacy and security](#).

Click **'Next'** to pay the application fee online (MasterCard, Visa and AMEX).

**If an application has been accepted by WaterNSW, payment has been processed and a receipt has been issued, application fee will not be refunded.**

**More information**

To find out more about online payment read the [Frequently Asked Questions](#) or contact us.

Once the transaction is complete and the application fee has been paid, you will be redirected back to the WaterNSW site.

**Important note:** Please ensure that you complete the lodgement of this application by clicking on the 'Finish' button in the Payments screen.

[Next](#)

Check button Check work's Renew all Declaration Pay and submit Finished

## Need help?

If you need more information, please contact our Customer Service Centre on **1300 662 077**, Monday to Friday between 8am-5pm or email [Customer.Helpdesk@waternsw.com.au](mailto:Customer.Helpdesk@waternsw.com.au)